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<b>UTILITY PATENT APPLICATION TRANSMITTAL</b> <small>(Only for new nonprovisional applications under 37 CFR 1.53(b))</small>		Attorney Docket No. <b>37770</b>	Total Pages <b>184</b>
First Named Inventor or Application Identifier <b>John C. Mears et al.</b>			
Express Mail Label No.			

  

<b>APPLICATION ELEMENTS</b> <small>See MPEP chapter 600 concerning utility patent application contents</small>		<b>ADDRESS TO:</b> Assistant Commissioner for Patents Box Patent Application Washington, DC 20231	
<div>1. <input checked="" type="checkbox"/> Fee Transmittal Form <small>(Submit an original, and a duplicate for fee processing)</small></div> <div>2. <input checked="" type="checkbox"/> Specification [Total Pages <b>124</b>] <small>(preferred arrangement set forth below)</small><ul style="list-style-type: none"><li>- Descriptive title of the Invention</li><li>- Cross References to Related Applications</li><li>- Statement Regarding Fed sponsored R &amp; D</li><li>- Reference to Microfiche Appendix</li><li>- Background of the Invention</li><li>- Brief Summary of the Invention</li><li>- Brief Description of the Drawings (if filed)</li><li>- Detailed Description</li><li>- Claim(s)</li><li>- Abstract of the Disclosure</li></ul></div> <div>3. <input checked="" type="checkbox"/> Drawing(s) (35 USC 113) [Total Sheets <b>58</b>]</div> <div>4. Oath or Declaration [Total Pages ]<div style="margin-left: 20px;">a. <input type="checkbox"/> Newly executed (original or copy)</div><div style="margin-left: 20px;">b. <input type="checkbox"/> Copy from a prior application (37 CFR 1.63(d))<div style="margin-left: 40px;"><small>(for continuation/divisional with Box 17 completed) [Note Box 5 below]</small></div></div><div style="margin-left: 20px;">i. <input type="checkbox"/> <b>DELETION OF INVENTOR(S)</b> <small>Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).</small></div></div> <div>5. <input type="checkbox"/> Incorporation By Reference (useable if Box 4b is checked) <small>The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.</small></div>	<div>6. <input type="checkbox"/> Microfiche Computer Program (Appendix)</div> <div>7. Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)<div style="margin-left: 20px;">a. <input type="checkbox"/> Computer Readable Copy</div><div style="margin-left: 20px;">b. <input type="checkbox"/> Paper Copy (identical to computer copy)</div><div style="margin-left: 20px;">c. <input type="checkbox"/> Statement verifying identity of above copies</div></div>	<b>ACCOMPANYING APPLICATION PARTS</b> <div>8. <input type="checkbox"/> Assignment Papers (cover sheet &amp; document(s)) <small>(Copy from Parent Appln.)</small></div> <div>9. <input type="checkbox"/> 37 CFR 3.73(b) Statement <input type="checkbox"/> Power of Attorney <small>(when there is an assignee)</small></div> <div>10. <input type="checkbox"/> English Translation Document (if applicable)</div> <div>11. <input type="checkbox"/> Information Disclosure Statement (IDS)/PTO-1449 <input type="checkbox"/> Copies of Citations</div> <div>12. <input type="checkbox"/> Preliminary Amendment</div> <div>13. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) <small>(Should be specifically itemized)</small></div> <div>14. <input type="checkbox"/> Small Entity <input type="checkbox"/> Statement filed in prior application, Status still proper and desired</div> <div>15. <input type="checkbox"/> Certified Copy of Priority Document(s) <small>(if foreign priority is claimed)</small></div> <div>16. <input type="checkbox"/> Other:</div>	
<b>17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:</b> <div><input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input type="checkbox"/> Continuation-in-part (CIP) of prior application No: _____</div>			
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NAME	Joseph J. Buczynski Roylance, Abrams, Berdo & Goodman, L.L.P.		
ADDRESS	1225 Connecticut Avenue, N.W. Suite 315		
CITY	Washington	STATE	D.C.
COUNTRY	United States	TELEPHONE	(202) 659-9076
		ZIP CODE	20036-2680
		FAX	(202) 659-9344

# FEE TRANSMITTAL FORM

Attorney Docket No.: 37770

ASSISTANT COMMISSIONER OF PATENTS  
BOX: PATENT APPLICATION  
Washington, D.C. 20231

Transmitted herewith for filing is the patent application of

Inventor: John C. Mears, 14736 Braemar Crescent Way, Gaithersburg, MD 20878;  
Gary E. Korzeniowski, 6024 Douglas Ave., New Market, MD 21774;  
William R. Lewis, Jr., 8302 Elko Drive, Ellicott City, MD 21043; and  
Ly K. Peang-Meth, 12 Graceland Street, Gaithersburg, MD 20878

For: A CONTACT CENTER SYSTEM CAPABLE OF HANDLING MULTIPLE MEDIA  
TYPES OF CONTACTS AND METHOD FOR USING THE SAME

The filing fee has been calculated as follows:



(Col. 1)		(Col. 2)		SMALL ENTITY		OR	OTHER THAN A SMALL ENTITY	
FOR:	NO. FILED		NO. EXTRA	RATE	FEE		RATE	FEE
BASIC FEE					\$380.00			\$760.00
TOTAL	24	- 20=	4	x 9 =	\$		4 x 18 =	\$72.00
INDEP	3	- 3=	0	x 39 =	\$		x 78 =	\$
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIMS				+ 130 =	\$		+ 260 =	\$
If the difference in Col. 1 is less than zero, enter "0" in Col. 2				TOTAL	\$		TOTAL	\$832.00

- ☐ This application is being filed without oath or declaration and without the filing fee pursuant to 37 C.F.R. §1.53(f).
- ☒ Applicant wishes to defer the filing fee of the application in accordance with 37 C.F.R. § 1.53(f).
- ☐ A check in the amount of \$ to cover the above calculated filing fee and ☐ \$40.00 to cover the Assignment recording fee is enclosed.
- ☐ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 18-2220. A duplicate copy of this sheet is attached.
- ☐ Any additional excess claim fees under 37 CFR 1.16.
- ☐ Any additional patent application processing fees under 37 CFR 1.17.

Dated: September 21, 1999

Joseph J. Buczynski  
Attorney of Record  
Reg. No. 35,084

Roylance, Abrams, Berdo & Goodman, L.L.P.  
1225 Connecticut Avenue, N.W.  
Washington, D.C. 20036-2680  
(202) 659-9076

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